GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1206
ANSWERED ON:27.11.2000
MODERNISATION OF POSTAL SERVICES
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Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether some schemes were prepared during the Eighth Five Year Plan for the modernisation of postal service in the country;

(b) if so, the details thereof;

(c) the amount allocated for those schemes; and

(d) the provision made during the Ninth Five Year Plan for the purpose?

Answer

MINISTER OF STATE IN THE MIISTRY OF COMMUNICATIONS (TAPAN SIKDAR)

(a) to (d): Yes Sir, the Department of Posts had prepared and executed various schemes for the Modernisation of Postal Services during the 8th Five Year Plan. These schemes covered a wide gamut of services being performed by the Department of Posts in order to streamline operations bringing about greater efficiency and service to the public and to motivate and improve the work culture of the organisation.

The induction and upgradation of technology was undertaken in a big way with the installation of 2,660 computer based Multipurpose Counter Machines in about 800 post offices. These machines generate computer printed receipts and the public does not need to affix postage stamps while booking articles. Furthermore, a person can avail of all types of postal facilities at a single counter. VSAT technology was introduced in 1995 for the transmission of money orders and messages electronically via satellite. In the Eighth Plan 74 VSAT stations were installed country-wide. Money transfer especially to rural areas is now much easier and 300 offices were linked to the VSAT network by phone lines in the 8th Plan. Computerisation of Post Office Savings Bank was initiated in 100 post offices. A beginning was made to computerise the functions relating to Postal Life Insurance in selected offices. As part of the modernisation programme computerisation of Registration Sorting work was started in fourteen cities.

40 Franking Machines, 280 Tying and Bundling Machines were installed in post offices. Fully Mechanised Sorting Mail Offices were set up in Mumbai and Chennai. These are called Automatic Mail Processing Centres and process more than 12 lakh letter mails a day. Modernisation of delivery and mail transmission during the 8th Five Year Plan also included procurement of 284 Mail Motor vehicles. 20 Railway Mail Service vans were remodelled. Mopeds were also procured for use by postmen.

To improve the ergonomics and ambience of mail offices, modern furniture and latest operational equipments were procured. 46 offices handling large volume of mail were modernised. Two transit mail offices and one international mail office were also computerised. A programme for development of philately was initiated with computerised Philatelic Bureaux, Customer Care Centres for setting up of public complaints were also set up.

The total financial outlay during the Eighth Five Year Plan for modernisation of postal servies was RS. 205.59 crores.

During the 9th Five Year Plan the Department of Posts has sought to expand in a phased manner the scope and coverage of the programmes of modernisation of postal services including specific agency functions through induction of new technology initiated during the Eighth Plan period. The focus of the programme of modernisation is to improve the quality of postal services as well as to increase revenue generation. Human resource development through appropriate training for skill upgradation and streamlining of management functions are also priority areas identified to support the modernisation schemes. The financial outlay is Rs. 320.74 crores for modernisation out of a total Plan outlay of Rs. 507.25 crores.